



# Marie Curie newsletter

17 September 2021

## Evacuating the block in an Emergency

On Monday 23 August 2021 and Sunday 12 September 2021 there were emergency evacuations following the fire alarm being set off in the communal areas in the stairwell between the 3<sup>rd</sup> and 4<sup>th</sup> floor, and in the 5<sup>th</sup> floor corridor respectively. There was no fault showing on the alarm panel, but whatever set off the alarm off on both occasions was fortunately not a fire but because of smoke or vapour in these communal areas.

It is clear from the discussion at the recent Resident Project Group that some residents still do not know what to do in an emergency.

As a reminder **if the building fire alarm goes off in your home for more than 30 seconds, you must evacuate.** The alarm is tested every Wednesday between 9.05am and 9.10am. **If you have not been warned that a test is about to start; you must evacuate.**

If a fire breaks out in your home:

- Do not attempt to fight the fire
- Alert everyone in your home and leave immediately
- Make sure the front door closes behind you
- Do not use the lift

- Tell anyone else that you might see on your way out
- Inform the wardens without putting yourself in danger
- Once outside call the fire brigade by dialling 999
- Do not return to the property until you are instructed to do so by the Fire Brigade
- If you are affected by the fire and smoke directly and are unable to get out, move away from the room that the fire is in and you **MUST** contact the Fire Brigade at the earliest opportunity by dialling **999**. You will then be given guidance over the phone until rescued by the Fire Brigade.

If the fire alarm continually sounds for more than 30 seconds throughout the building:

- Everyone in the flat must leave immediately
- Do not assume it is a false alarm and do not waste time by collecting personal belongings
- Do not use the lift
- Walk carefully down the stairs as every resident in the block will be using the same route
- Do not congregate near the building
- Make your way to the evacuation point for your block which is located in Sceaux Gardens

- Wait there until you are given further instructions
- If you are affected by the fire and smoke directly and are unable to get out, move away from the room that the fire is in and you **MUST** contact the Fire Brigade at the earliest opportunity by dialling **999**. You will then be given guidance over the phone until rescued by the Fire Brigade.

After recent re-housings, we now only have 6 residents who need help to evacuate, and they have a Personal Emergency Evacuation Plan (PEEP) in place.

As soon as the alarm goes off, the residents with a PEEP who live on the same floor as where the fire alarm has been activated will be helped first and then the others in turn. As soon as the Fire Brigade arrive they will then take over.

In the evacuation on 23 August 2021, in the 6 minutes that the fire alarm was ringing, the Fire warden went to the area showing on the alarm panel and then moved on to the first resident with a PEEP. At that stage the Fire Brigade arrived to take over. The fire wardens will never get to all residents with a PEEP, as the Fire Brigade will always arrive within minutes of the alarm going off.

What should have happened is that when the Fire Brigade arrived to take over and decided that there was no fire, all the residents with a PEEP should have been visited to explain that the

evacuation has been stopped and to check that the residents are ok. This has subsequently been added to the procedure.

## New Heating System for Marie Curie

At the recent Resident Project Group for Marie Curie an update was given on the planned works to the heating system at Marie Curie.

When the block is refurbished the heating will still be provided from the boiler at Lakanal, however to improve the heating system a new pumping system will be built at the bottom of Marie Curie to efficiently pump the heating and hot water up into the homes in the block.

Originally this work was going to start soon, however it is now felt that it should be completed when the block is empty so that the work is integrated with all the other work that needs to be carried out to the heating system.

When the heating works are completed in the refurbished Marie Curie, all the homes will have smart meters so that you can be accurately charged for the heating and hot water that you use, separate from the rent.

The meters are smart meters and will be supplied by a company called Switch2. They measure use by the day and you can pay for the heating and hot water as well as the daily standing charge in three ways. These are:

- Regular top-up – You can arrange for payments to be taken from your

bank account on a set date, either weekly or monthly.

- Auto top-up – You can set up payments to be taken from your bank account automatically, when it reaches a set amount of your choosing.
- Pay as you go – This is like having a key meter but there is no key. You simply have a card and you can top up your account by paying on line through an app or an online account, paying by phone, or by popping into a shop there you see a Pay Point sign.

You will have an emergency fund on the meter so that your account can go into £10 in debit.

## Door Entry System

The door entry system to Marie Curie is now working again. The Marie Curie Team will be organising refunds for the Service Charge.

## Leaseholder Contact

If you are a leaseholder and still haven't spoken to us, please get in touch with on **020 7732 2886** or **020 7732 2757** or email [mariecurie@southwark.gov.uk](mailto:mariecurie@southwark.gov.uk). We can discuss with you any issues of concern.

If you want to talk to us about selling your property to Southwark Council, please email [specialist.homepurchase@southwark.gov.uk](mailto:specialist.homepurchase@southwark.gov.uk) and we will contact you to discuss this.

## Southwark Wellbeing Hub

The Southwark Wellbeing Hub provides information and support for anyone in Southwark worried about their mental

wellbeing, or that of someone close to them.



It is run by the charity Together for Mental Wellbeing. The Hub's services are free and open to anyone who lives in Southwark, or who is registered with a Southwark GP.

The Southwark Wellbeing Hub works in partnership with Southwark Council's Adult Social Care Mental Health Team. They provide an easy point of access for any person who has care and support needs because of their mental health and any person who cares for someone with mental health needs.

Finding support for your mental health can seem like an overwhelming task. The Southwark Wellbeing Hub is here to help. Call on **020 3751 9684** or email [southwarkhub@together-uk.org](mailto:southwarkhub@together-uk.org) today.

## Need to speak to Southwark face-to-face?

Officers will be available at the Sceaux Gardens TRA Hall on Mondays, Wednesdays and Fridays between 10am and 2pm. Just come in and see us.

## Rehousing Update

All residents in Marie Curie will have to leave their homes while their blocks are

renovated. Residents have the choice to move either permanently or temporarily.

If you choose to move permanently and are registered for re-housing, you should note that properties are not allocated according to the time you bid. They are allocated by our colleagues in the allocations team according to Southwark Council's lettings policies. Marie Curie council tenants are in Band One, and the properties are allocated by how many stars each applicant has, then by application date and finally by your tenancy date.

The available properties will change each week and therefore we encourage households to check [www.southwarkhomesearch.org.uk](http://www.southwarkhomesearch.org.uk) every week to see if there is a property that meets your needs.

So far, 16 residents have successfully bid for a new home, which they have viewed and 7 of them have accepted their new home.

In addition 22 tenants have bid for the 12 new two bedroomed flats at Cezanne and are view their new home in the week commencing 13 September 2021.

8 tenants have bid for the 5 new three bedroomed flats at Cezanne and are awaiting a date to view their new home in the week commencing 20 September 2021.

If you need help with bidding or need assistance to register, help is available 24 hours a day on **020 7732 2886** or **020 7732 2757**. The team can also help you to amend your application. This could

include updating your medical needs or updating your household members or the inclusion of additional priority stars through paid or voluntary work.

## How to bid on Southwark's Homesearch Bidding Website

### Accessing the available properties

- Visit [www.southwarkhomesearch.org.uk](http://www.southwarkhomesearch.org.uk)
- Bidding cycle opens from Thursday to Sunday midnight each week
- Login using your bidding number and date of birth (or your own chosen password)
- The website will show available council and housing association properties
- The system will automatically show the eligible properties you can bid for based on your bedroom requirement.
- Place a bid on your chosen property
- Take a note of your queue position but please note this can change before the end of the bidding cycle

### Bidding advice and tips

- Check the local area before placing a bid
- Successful applicants are those who bid weekly and are flexible in their property and area of choice.
- Please carefully read the property advert, which will contain information such as location, rent, floor level, parking, etc.
- Have access to your phone the following week so you can be contacted and invited for a viewing if you are first, second or third in line for the property

## Prioritisation of households

Households will be prioritised based on the following:

- Priority band
- Number of stars
- Length of time they have been placed in the priority band

## Property allocation

- Your final queue position will be confirmed when the bidding cycle closes.
- If the first bidder refuses the property, it will be offered to the second bidder and so on until the property is taken
- If you are invited for a viewing you will need to produce documents to confirm your household and identity

## Change of circumstances

- Tell the council about any changes to your situation (for example medical needs, household members, contact details).
- Submit these changes using the following link and upload supporting documents

**[https://forms.southwark.gov.uk/ShowForm.asp?fm\\_fid=864](https://forms.southwark.gov.uk/ShowForm.asp?fm_fid=864)**

For further guidance you can view a video that Southwark have developed at:

**<https://vimeo.com/493801078/32870706f2>**

## Getting ready for a viewing

If you are offered a property, you will need to check that your furniture and other items fit. So, before you go and view measure up your cooker, fridge, washing machine and other important items, and take a tape measure with you to check that they fit.

## Roadmap moves to Step 4

England moved into Step 4 of the roadmap from Monday 19 July.

This means from Monday 19 July:

- Capacity restrictions for large events are lifted
- Limits on numbers of guests at life events like weddings is lifted
- Limits on social contacts are lifted
- Remaining businesses can re-open



However it is essential that we take these steps carefully and sensibly. It is expected and recommended people continue to wear face coverings in crowded places. You must still continue to self isolate if you are told to do so by NHS Test & Trace. Consider limiting close contact with people you do not live with.

If you plan to travel do so safely and plan ahead. You should continue to wear a mask (unless exempt), wash hands and maintain social distancing when out in public.

To see how this will impact council services please go to **[www.southwark.gov.uk/roadmap](http://www.southwark.gov.uk/roadmap)** for more information.

For more information on the current guidance see the government website at [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

## The Marie Curie Resident Project Group

The Marie Curie Resident Project Group meets monthly and oversees the project from a resident perspective working with Southwark Council. We are keen for more people to get involved. If you are interested in joining the group, please contact Neal Purvis on Freephone **0800 073 1051** or at [neal.purvis1@btinternet.com](mailto:neal.purvis1@btinternet.com)

## Mail Order Deliveries – Keeping Corridors Clear

Please remember that corridors must be kept clear at all times. If you are shopping online you should ensure that there is someone at home to take in your parcels as they can't be left on the communal landings.

## Resident Services Officer for Sceaux Gardens

Sonia Forrest is the Resident Services Officer for Marie Curie. You can contact Sonia on **07946 369 599** and her email address is [Sonia.forrest@southwark.gov.uk](mailto:Sonia.forrest@southwark.gov.uk).

You can also contact the Resident Services team who are available 24 hours, 7 days a week on **020 7732 2886** or **020 7732 2757**. You can also email them on [mariecurie@southwark.gov.uk](mailto:mariecurie@southwark.gov.uk).

## Marie Curie Webpage

Everything we have issued to residents, including these newsletters and

information to tenants and information to tenants, are uploaded to our website at [www.southwark.gov.uk/MarieCurie](http://www.southwark.gov.uk/MarieCurie)

## The Independent Tenant and Homeowner Advisor

Neal Purvis and Lee Page from Open Communities are the Independent Tenant and Leaseholder Advisors for the works on Sceaux Gardens Estate, including Marie Curie.



**Neal Purvis**  
[neal.purvis1@btinternet.com](mailto:neal.purvis1@btinternet.com)



**Lee Page**  
[leepage002@gmail.com](mailto:leepage002@gmail.com)

You can contact Neal and Lee, or the rest of the Open Communities team, on **0800 073 1051**.

## Repairs

All repairs for Marie Curie should be reported by calling **0800 952 4444**.

Repairs can also be reported by email at [repairs@southwark.gov.uk](mailto:repairs@southwark.gov.uk).

## Fire Safety Team

If you wish to contact the Fire Safety Team for information on fire safety relating to your block you can contact them via [FRA@southwark.gov.uk](mailto:FRA@southwark.gov.uk).

## Help us Keep Southwark Safe

If you think, you have any of the COVID-19 symptoms you and anyone living with you should self-isolate immediately and book a test by calling 119 or visiting [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus).



Symptoms include:

- A high temperature
- A new, continuous cough
- A loss or change to your sense of taste or smell

If you have symptoms, you and anyone you live with **must** stay at home and self-isolate until you get your results. It is now a legal requirement to self-isolate if you have had a positive test or if you are told to self-isolate by the national test and trace service.

If you think self-isolating could be difficult for any reason support is available. Visit the council's website for more information [www.southwark.gov.uk/coronavirus](http://www.southwark.gov.uk/coronavirus).

## Keep testing

One in three people could be carrying the COVID-19 virus without showing any symptoms. As part of coming out of lockdown safely everyone should be getting tested regularly – even if they don't have symptoms. Home tests are now available for FREE to every household in the UK.

There are a number of ways you can get a test:

- There are now 45 community pharmacies in Southwark offering home test collection, including 10 who offer assisted testing. The map below shows all the current provision: <https://maps.test-and-trace.nhs.uk/>
- Tests can also be collected from 9 Southwark libraries – you can find the list at [www.southwark.gov.uk/health-and-wellbeing/coronavirus/get-a-free-covid-19-test/book-a-test-if-you-don-t-have-symptoms/community-collect](http://www.southwark.gov.uk/health-and-wellbeing/coronavirus/get-a-free-covid-19-test/book-a-test-if-you-don-t-have-symptoms/community-collect)
- Home delivery is available for home testing – to apply go to [www.gov.uk/order-coronavirus-rapid-lateral-flow-tests](http://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests)
- There are two mass testing sites at London Bridge and Peckham
  - London Bridge Station, St Thomas Street Exit, SE1 9QU
  - 21-23 Bournemouth Road, Peckham, London, SE15 4UJ

Tests can also be booked at [www.southwark.gov.uk/health-and-wellbeing/coronavirus/get-a-free-covid-19-test/book-a-test-if-you-don-t-have-symptoms/mass-testing](http://www.southwark.gov.uk/health-and-wellbeing/coronavirus/get-a-free-covid-19-test/book-a-test-if-you-don-t-have-symptoms/mass-testing)



## The Marie Curie Works Team

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